

**METHOD AND APPARATUS FOR PROVIDING  
ASSISTANCE TO A COMMUNICATIONS UNIT OVER A NETWORK**

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**ABSTRACT OF THE DISCLOSURE**

A method (300, 400) of and server (200) for providing assistance with control of a communications unit, the method comprising receiving an instruction message (303) via a network that corresponds to voiced instructions from the communications unit; converting the voiced instructions to control commands (309); providing a control message corresponding to the control commands (313); and sending the control message to the communications unit (315), thereby assisting with the control of the communications unit.

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